

Super User Conference Call

Minutes for Call on 9/25/2017

Time 30 minutes

1. State Wide Roll Out- How things are going right now
 - a. These are some of the comments we have received from local staff, stores, and participants.
 - i. "Easier than I thought it would be."
 - ii. "Training was great and we all felt prepared."
 - iii. "The more I do this, the more I like it."
 - iv. "This is great."
2. Updates/ Follow Ups from Trainings
 - a. Shopper downloads: some phones are not supported by the app. That means some phones will not be able to download the app.
 - b. "on hold": is not working in WIC. If a participant wants to put their account on hold. They will have to call customer service or go online to the participant portal.
 - c. IVR = Customer Service
 - d. HCGS, Who can do what: Aides can complete only if there is no food package changes. If there is a food package change, then a CPA/RD will have to make the food package adjustment.
 - e. Cardholder typos: there are a couple of issues with the cardholder. Juice should say can/bottle NOT total ounces. Under legume choice, PB should read 16-18oz jar. We will fix this on the next printing.
 - f. There are only a few stores not eWIC certified. These issues are related to multiple issues and we hope that they will be fixed quickly.
 - g. The ONLY time we should be making changes to checks is if there is a medical need. NOT "mom wants soy milk now." Please just ask them to complete the rest of the month and make the change for future months. IF you have to, call us before you do anything, including voiding checks!
3. Food List Update
 - a. Kate had sent an email saying that the new items were not in stores a couple of weeks ago. The new items should now be out in all the eWIC approved stores.
 - b. Food booklet should be mailed out
 - c. Shopper App: Has the new food list on it. Phase 2 of WICShopper is still in the works.
4. Trouble Shooting with Participants
 - a. There is required information that needs to be collected before any trouble shooting can happen.
 - b. First participants should go to you at the clinics
 - c. If clinic staff cannot see the issue, then contact the state

- d. Required information: Ask HH#, Ask about item being purchased (attempted), Location (store, city), Check SPIRIT food package issued, Check SOAR to ensure it was sent over correctly, and that there is the correct balance, Get as much information about the item as possible
 - i. Product description (size, type, flavor, quantity...)
 - ii. Product UPC
 - iii. Ideally- they could submit the item via WIC Shopper with pictures or using the online form
- 5. How to submit UPC's
 - a. Online form
 - b. WIC Shopper- showed screen shots of the app
- 6. Super User Roll in Future
 - a. No more calls
 - b. If there is important information that we need to get out regarding eWIC, we will contact you.